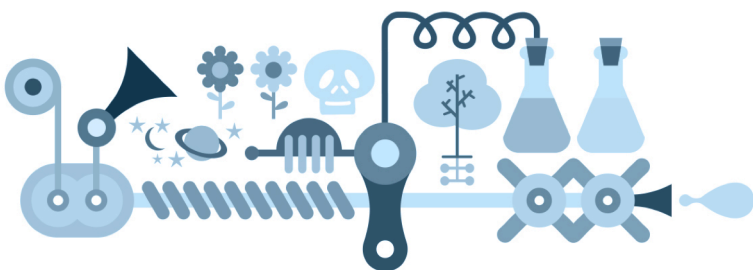


# National Youth Science Forum

## Refund Policy

**Corporate Services**  
**December 2015**



**Inspiring young Australians**  
to futures in science each year since 1984

**National Youth Science Forum**  
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# 1 Refund Policy Outline

The purpose of this document is to outline the refund policies of the National Youth Science Forum (NYSF) for each of its events and programs. This policy outlines the how to request a refund and what the NYSF refund policies are.

These policies apply to any person/organisation once payment of an invoice, deposit or donation has been made to the NYSF for any of its activities.

## 1.1 Refund Process

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Request a refund by emailing [nysf@nysf.edu.au](mailto:nysf@nysf.edu.au). Please name the event/program for which you are requesting the refund and information about why you are requesting the refund (if applicable). Based on the program and event refund policies detailed below, your request will be approved, conditionally approved or denied. The NYSF will let you know the outcome of your request when the decision has been made.

If a refund is approved, the payment must be returned to the person/organisation who paid the invoice, deposit or donation. If the payment information received by the NYSF is inconclusive, further evidence must be given to confirm payment information before a refund can be arranged. The NYSF prefers to refund through electronic funds transfer (EFT) unless the initial payment was completed through PayPal. The NYSF will request bank details of the appropriate person to refund the payment via EFT. If EFT payment is not possible then another method of payment can be negotiated. If the payment was received through PayPal, the refund will be completed through PayPal.

If a refund is conditionally approved, the NYSF will later advise the approval or eventual denial of the refund.

## 1.2 Refund Timeframes

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All refunds will be processed as quickly as possible. If the refund is to be completed through PayPal, then this can be completed within a week of the request approval. If EFT payment needs to be arranged, then the refund will be processed once the bank details have been provided. The transaction will be processed within a week of receiving the bank details. If an alternate method of payment is used, the refund may take longer to process.

If the refund is conditionally approved, the refund timeframe is then dependant on the payment of subsequent invoices.

# 2 Student Expressions of Interest

The NYSF will not refund a student's expression of interest payment.

# 3 January Sessions

Refunds for students selected for the January Sessions are available but depend upon whether the travel for each student has already been allocated and paid for by the NYSF. If the student's withdrawal from the program is within a month of their session's commencement, special consideration will be given to each circumstance.

A Rotary Club may re-allocate its payment to another student with written confirmation from a representative of the club.

### **3.1 Withdrawal before travel has been booked**

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A student who withdraws from the NYSF before travel has been booked will be offered a full refund.

### **3.2 Withdrawal after travel has been booked**

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If a student withdraws after the travel has been booked but prior to a month before their allocated January Session starts, they are liable for any non-refundable travel costs. Otherwise, the fee will be refunded in full.

### **3.3 Withdrawal within a month of the January Sessions**

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If a student withdraws within a month of the January Sessions, their fee will only be refunded if another student can be found to replace them. Once the new student is found, the withdrawing student will be liable for any non-refundable travel costs and then the (remainder of the) refund will be made in full.

## **4 International Programs**

Refunds for students selected for the International programs are available depending on whether or not the travel has been booked. The policy is the same for each program.

### **4.1 Withdrawal before travel has been booked**

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If a student selected for an International program has paid their deposit but the travel for the program has not yet been booked, they are able to withdraw with a full refund. Any donations made to the NYSF that may have been received during this time are not refunded as all donations are made to the NYSF not the individual student.

### **4.2 Withdrawal after travel has been booked**

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If a student selected for an International program wants to withdraw after their flights have been booked, then they are liable for any non-refundable travel costs and \$1,000 of their deposit. The remaining amount of the deposit is to be refunded. Any donations made to the NYSF that may have been received during this time will not be refunded as all donations are made to the NYSF not the individual student.

### **4.3 International Donations**

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Once a student reaches their fundraising goal, the NYSF will notify the student. Any donations made to the NYSF after that time will not be refunded as all donations are made to the NYSF not the individual student.

## **5 Next Step Program**

The refund policy for each Next Step program is the same. Students may withdraw with a full refund up to two weeks before the first day of the program. After that date, no refunds will be given.

## **6 National Science Teachers Summer School**

A participant is able to receive a refund for the National Science Teachers Summer School (NSTSS) up until 30 November each year for the following year's Program. This date is noted on the NYSF website and is updated each year.

## 7 Travel Cancellations and Changes

If changes are made to travel organised by the NYSF after particular deadlines (see below), the person making the changes to their travel will be liable for any of the non-refundable costs incurred from making the changes, unless the change is correcting an error made by the NYSF.

January Sessions Travel Changes Deadline:	30 September
International Program Travel Changes Deadline:	After you've confirmed your departure and arrival locations
Student Staff/Rotarian Travel Changes Deadline:	After you've confirmed your departure and arrival locations

The NYSF does not organise travel for the NSTSS, the Next Step programs or for the International students who travel to Australia to attend the January Sessions.

## 8 Rotary and Science Dinners (January Sessions)

In general, a full refund is available until final numbers have to be given to the venue; usually this date is set two weeks before the event. After that date, no refund is available.

The specific refund policy for each dinner is available on the Eventbrite page where tickets are purchased for that dinner.

## 9 NYSF Merchandise

### 9.1 Online Store

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New and unopened items may be returned within 30 days of delivery for a full refund. If the item is being returned as a result of the NYSF's error, the NYSF will pay for the return shipping. We are happy to provide a replacement item rather than a refund if that is preferred.

A more comprehensive refund policy for the online store is available on the store website.

### 9.2 January Session Merchandise

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Refunds for items purchased during merchandise sales at the January Sessions will not be refunded unless the items are defective. If that is the case, images demonstrating the fault should be sent to [nysf@nysf.edu.au](mailto:nysf@nysf.edu.au) and a refund or replacement will be arranged.

## 10 Donations

Refunds on donations made to the NYSF are not available.

## 11 Other

For any other NYSF event or program not specified above, please contact [nysf@nysf.edu.au](mailto:nysf@nysf.edu.au) for information about the refund policy.

*The NYSF refund policy does not cover events run by Rotary such as the Orientations and District Selections. Please speak to your District Chair about a refund policy if there are any costs associated with these events.*

**These refund policies are correct at 10 December 2015 and are subject to change at any time.**

**For more information on any of the above NYSF refund policies, please contact the Corporate Services Team:**

**Corporate Services Team**  
**02 6125 2777**  
[nysf@nysf.edu.au](mailto:nysf@nysf.edu.au)